maintenance of Village Public Telephones (VPTs) in the revenue villages identified as per census 1991, installation of VPTs in the additional revenue villages as per census 2001 and replacement of Multi Access Radio Relay (MARR) technology VPTs installed before 01.04.2002. Financial support from USO Fund is also being provided for upgradation of public telephones to public tele-information centres & installation of high speed public telecom information centres in Block Headquarters and villages with population exceeding 2000.

(b) 10,263 villages in North Eastern Region have been provided telecom facility on Wireless in Local Loop (WLL) system. 6,344 villages are yet to be provided with telecom facility on WLL system in North Eastern region.

(c) The permission to Commission WLL System in North Eastern Region was received only in the last week of August 2002, leading to delay in process of procurement of equipment and its installation.

Modernisation of telegraph services in NER

404. SHRI DWIJENDRA NATH SHARMAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether Government have taken any initiative for modernization of telegraph services in Assam and other NER States;

(b) if so, the details thereof, district-wise;

(c) whether any budgetary allocations have been made for this purpose during the current year; and

(d) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Yes, Sir.

(b) District-wise details of modernization of telegraph services in Assam and other NER State are given in the Statement-ll (see below).

(c) No budgetary allocations have been made during the current year since project has been completed long back.

(d) Does not arise in view of (c) above.

Statement-I

District-wise details of modernisation of telegraph services in Assam

I. ASSAM TELECOM CIRCLE

Details of Modern Equipment provided to modernize Telegraph Services in Assam Telecom Circle (District-wise)

1. One SFMSS 64 Lines system provided at CTO Guwahati.

2. 9 EKBCs provided at Bongaigaon, Dibrugarh, Guwahati CTTC, Guwahati, Karimganj, Nagaon, Silchar, Tejpur and Tinsukhia,

3. Bureau Fax and other terminal equipment i.e. SFMSS/EKBC Ports, ETPs/FTs etc. provided as under:-

Sl. No.	Name of District Hq.	No. of SF/MSS Ports	No. of EKBC Ports	No. of B-FAX	No. of ETP& FTs Ports
1	Barpeta	2	2		1
2	Bongaigaon		14		1
3	Dhemji		-		—
4	Dhubri		1		1
5	Dibrugarh		14	2	7
6	Diphu		1		1
7	Goalpara		-		1
8	Golaghat	-	9		1
9	Haflong	1	-		-
10	Hallakandi	-	1		-
11	Jorhat	2	14		3
12	Kamrup (Guwahati)	9	28	6	7
13	Karimganj	-	14		1
14	Kokrajhar		1		—
15	Mangaldor		4		1
16	Morigaon	-	2		1
17	Nagaon		14	2	2
18	Nalbari		-		1
19	North Lakhimpur		-		1
20	Sibsagar		3		2
21	Silchar		14		2
22	Tezpur	3	14	2	10
23	Tinsukhia		15	2	3
	TOTAL:	31	165	32	47

Statement II

District-wise details of modernisation of Telegraph services in North Eastern States

II. NORTH EAST-I TELECOM CIRCLE

Details of Modern Equipment provided to modernize telegraph services in North East-I Telecom Circles (District-wise).

(1) One SFMSS 32-Lines System provided at Shillong.

(2) Bureau Fax and other terminal equipment i.e. SFMSS/EKBC Ports, ETPs/FTs etc. provided as under:-

Sl. No.	Name of District Hq.	No. of SFs/MSS Ports	No. of EKBC Ports	No. of B-FAX	No. of ETPs& FTs Ports
1	Agartala	1	2	1	4
2	Radhakishorepur	-	1	1	1
3	Kailashahar	-	2	1	1
4	Aizawal	1	-	1	2
5	Shillong	2	-	2	8
6	Tura	1	-	1	2
	TOTAL:	5	5	7	18

III. NORTH EAST-II TELECOM CIRCLE

Bureau Fax and other terminal equipment *i.e.* SFMSS/EKBC Ports, ETPs/FTs etc. provided as under-

Sl. No.	Name of District Hq.	No. of SFMSS Ports	No. of EKBC Ports	No. of B-FAX	No. of ETP& FTs Ports	No. of Internest PCO's
1	Churchandpur	-	1	-	-	
2	Dimapur	2	-	1	2	1
3	Imphal West	3	1	1	3	1
4	Itanagar (Papumpare)	-	1	1	2	
5	Kohima	2	-	1	2	
	TOTAL:	7	3	4	9	2

ABBREVIATIONS:-

SFMSS:- Store and Forward Message Switching System

EKBC:- Electronic Key Board Concentrator.

B-FAX:- Bureau-Fax.

ETP:- Electronic Teleprinter.

FT:- Formatted Terminal.

Complaints against the functioning of BSNL in NER

405. SHRI DWIJENDRA NATH SHARMAH: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the number of complaints received by Government against the functioning of BSNL in NER during the last three years; and

(b) the action being taken or proposed to be taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD): (a) Sir, the number of complaints received during the last three years is 21,661.

(b) The action being taken or proposed to be taken to improve functioning of BSNL in NER is given below:—

(i) Enhancement of existing exchange capacities for providing New Telephone connections.

(ii) Upgradation of transmission media for better and reliable communication and enhancement of its existing capacities.

(iii) Installation of WLL systems in rural areas to clear waiting list.

(iv) Cellular Mobile Services are being rolled out in NER progressively.

(v) Increasing Customer Service Centres (CSCs) to facilitates the subscribers for any telecom service & billing/payment related issues.

(vi) For effective grievance redressal, computerized PGRMS (Public Grievances Redressal Management System) Web based software has been introduced and Telephone Adalats/Open House Sessions are being held on regular basis.